

DRAFT

CITY OF NEWPORT BEACH

**Board of Library Trustees
Meeting Minutes
April 18, 2016 – 5:00 p.m.**

I. CALL MEETING TO ORDER – Chair King called the meeting to order at 5:00 p.m.

II. ROLL CALL – Roll call by Administrative Support Specialist Elaine McMillion

Trustees Present: Chair Jerry King; Vice Chair John Prichard; Board Member Robyn Grant; Board Member Janet Ray

Trustees Absence: Secretary Jill Johnson-Tucker

Staff Present: Library Services Director Tim Hetherton; Administrative Support Specialist Elaine McMillion; Support Services Coordinator Melissa Kelly; Branch & Youth Services Coordinator Debbie Walker; Adult Services Coordinator Natalie Basmacyan, Library Services Manager David Curtis

CNB Staff Present: Public Works Deputy Director Mark Vukojevic; Principal Civil Engineer Fong Tse

WLC Architects, Inc.
Staff Present: Principal Architect Kelley Needham; Bernhard Wassink

III. NOTICE TO THE PUBLIC – Chair King

IV. PUBLIC COMMENTS

Chair King opened public comments.

Jim Mosher commented that Agenda Item #4 can be interpreted two ways; the public can comment on all items or the public can only comment on items that the Board is presenting.

Chair King explained that the public comments are for those who attended the meetings and have things to comment on. As other items are discussed, the public will have the opportunity to comment on those as well.

V. CONSENT CALENDAR

A. Minutes of the March 21, 2016, Board of Library Trustees Meeting

B. Consent Calendar Items

1. Customer Comments

Monthly review of evaluations of Library services through suggestions and requests received from customers.

2. Library Activities

Monthly update of Library events, services and statistics.

3. Expenditure Status Report

Monthly expenditure status of the Library's operating expenses; services, salaries and benefits by department.

4. Board of Library Trustees Monitoring List

List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

In response to Vice Chair Prichard's question on whether the part-time season shift classification was changed, it was explained that the classification was changed by the City during the revision of the budget.

Motion made by Vice Chair Prichard and seconded by Board Member Grant, and carried (3 -0-1-1) to approve the Consent Calendar as presented.

AYES: Grant; Prichard; King

NOES: None

ABSTENTION: Ray

ABSENT: Johnson-Tucker

VI. CURRENT BUSINESS

A. Items for Review

5. Corona del Mar Branch Project Update

Principal Architect Kelley Needham of WLC Architects, Inc. and City of Newport Beach Public Works Deputy Director Mark Vukojevic provided updates on the new Branch facility in Corona del Mar.

Mr. Vukojevic reported that several meetings and workshops were held regarding the interior design elements of the Library. He presented a video and PowerPoint presentation to the Board that showed the new design of the Library.

Mr. Needham went through different aspects of the project. The new design will include furniture that will be easily accessible, instead of being grounded to the floor. Similar, but new carpeting will be installed throughout the area. Mr. Needham also

stated that the main entrance will include circulation to accommodate new arrivals, printer, copier and so forth.

It was reported that construction bids will go out in the fall of 2016, and to begin the project construction the end of 2016 or the beginning of 2017.

Discussed ensued regarding the seating area for children and adults as well as storage of chairs in the event of a conference meeting. The storage area will accommodate approximately 40 stackable chairs and in the event of a large meeting, the chairs can easily be arranged by re-arranging the circulation area. As for the children's seating area, there will be small tables and chairs to accommodate them.

In response to the question asked by Chair King regarding the required occupancy per square footage, Mr. Needham stated that occupancy and square footage was a factor considered in the design. The new square footage will be approximately 4,000 compared to previous footage of 3,750. Mr. Needham will provide the exact square footage and occupancy allowed per square footage at the next meeting.

Chair King opened public comments.

Jim Mosher requested clarification of the grey columns situated against the wall seen on the presentation. It was explained that the columns represented self-checkout machines. Mr. Mosher also wanted clarification as to where the adult seating and computer stations will be located. He stated that he likes the idea of a private seating area for adults.

It was explained that there will be circulating laptop collections and four PC stations. The laptops can be checked out at the circulation desk in order for customers to move them around throughout the building.

Kelley Needham showed the proposed location of the children's seating area to Mr. Mosher and the Board from the presentation.

Chair King closed public comments

6. Marketing Update and Social Media Networking Update

Marketing Specialist Katherine Mielke provided an annual briefing on Library marketing and social media activities

Marketing Specialist Katherine Mielke presented and provided hand-outs to the Board. Ms. Mielke stated that there were more than 340 programs held in FY 2015 /2016. These programs include children programs, National Library week events, summer reading programs, music programs, and author and illustrator lectures, among others. Ms. Mielke also reported on several other organizations she's been working with and providing support for.

Additional updates include email blasts sent to subscribers regarding monthly activities and the upgrade of the Library's website. The Library currently has 20,000

subscribers and a 21 percent view rate. Ms. Mielke reported that the new website will be integrated with the city's website, but retain its current web address. This will allow for better security and easier access to Library events, as well as maintain uniformity with the two websites. The new website will be accessible via mobile devices.

It was also reported by Ms. Mielke that they are working on improving their social media presence as well i.e., Facebook, Twitter, Pinterest and Instagram pages.

Posting on Instagram is a process as it can only be done via mobile device.

Ms. Mielke concluded by stating that the goal of the Library for the upcoming year is to showcase a lot of digital resources. Ms. Mielke will be participating with the Santiago Library Services (SLS) on a group project, which consists of a consortium of Orange County Libraries. The project will include opportunities for joint advertising throughout the county.

7. Newport Beach Historical Society at Balboa Branch Update

Library Service Director Tim Hetherton reported on the activities of the Newport Beach Historical Society in the Balboa Branch Library.

For the past six months, there's been discussion with the Newport Beach Historical Society regarding being granted a space at the Balboa Branch Library for storage purposes. The items stored would include artifacts and photographs. There is no formal agreement in place as they are currently on a trial basis. Director Hetherton requested feedback from the Board on any ideas they may have in moving forward.

Discussion ensued as to the security of the objects. Chair King suggested creating a brochure or booklet cataloging the pieces that would be stored. The pieces stored will follow the Library's guidelines to ensure appropriateness for viewing and will ensure that the pieces are cataloged properly for security purposes. Trustee Grant inquired as to the square footage designated for this area and other details in cataloging content, insurance and security, and existing policies that would provide structure.

Chair King opened public comments.

Jim Mosher inquired as to the square footage designated for this area, other possible locations as well as the security issues involved. Mr. Hetherton stated that the Balboa Branch site might be a good location because of its historical significance in the City. It was suggested by Board Member Grant to request the Historical Committee look into this further.

Chair King closed public comments

8. Customer Survey

Staff requested the Board of Library Trustee review a proposed survey designed to measure customer satisfaction with Newport Beach Public Library services and resources.

Director Hetherton presented a draft of the survey to the Board. He reported that the last survey conducted was done by the city, not the Library, in 2007. The proposed survey would be the first conducted by the Library. The purpose for the survey is to request feedback from the public regarding the operations of the Library. The feedback received will guide the staff on tasks in need of improvement.

Distribution of the survey and usefulness of the feedback was discussed. Director Hetherton responded that the feedback received will help in terms of the state of the Library for the stakeholders. It will also provide a snapshot of what the public is thinking in terms of Library procedures. Board Member Grant suggested the survey be sent electronically. She believes staff will have a better response from subscribers if sent electronic, and will alleviate the cost of stamps.

Chair King opened public comments.

Jim Mosher suggested sending a draft format of the survey to a small group of people for feedback. Based on the feedback, they could modify the survey prior to doing a mass mailing.

Chair King closed public comments.

B. Monthly Reports

9. Library Services

Report of Library issues regarding services, customers and staff.

Library Services Director Hetherton announced that the Library Services Manager is leaving Library Services to pursue other career opportunities.

Library Services Manager David Curtis reported that joining Cenic is an opportunity for the Library to join forces with other out of state IT groups in order to have faster internet connection. Joining the group will allow Library users to surf and download from the web at a rate of 10 times the speed that is currently in place. Staff is currently working on grant application for funds to purchase equipment and hardware.

10. Friends of the Library Liaison Report

Trustee update of the most recently attended Friends of the Library Board meeting.

Chair King reported that Friends of the Library met on April 12th to provide an update on the bookstore. Mr. King reported that the book store is receiving quite a lot of CDs and the group is in the process of cataloging and organizing the CDs. Mr. King presented copies of the Friends of the Library Liaison by-laws to the Friends Board members and asked for feedback from them so they may be discussed at the next Friends of the Library meeting.

11. Library Foundation Liaison Report

Trustee update of the most recently attended Library Foundation Board meeting.

There was no update on this item

12. Witte Lectures Committee Liaison Report

Trustee update of the most recently attended Witte Lectures Committee's monthly meeting.

Vice Chair Prichard reported that the Committee had a strong season and the Committee is very enthusiast and effective in how they work together. He reported that the cost of the VIP reception has been cut from the budget, thus providing more funds to work with.

Some discussion at this meeting centered on increasing speaker price and having speakers from higher fee levels. Vice Chair Prichard stated that he thinks 2017 will be a good season.

VII. BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)]

Support Services Coordinator Melissa Kelly reported that the Library will start a pilot program called *Curbside Pickup*. The program will allow users of the Library to check out their books ahead of time and pick them up at curbside. Members of the staff will deliver the books and the service will be available Monday through Fridays

VIII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Chair King opened public comments.

Jim Mosher inquired if the Scenic program is only for faster internet speed and not intended for anything else such as changing the content of the website. Mr. Hetherton answered that the program is more about speed, and will provide a faster and better network.

Chair King closed public comments.

IX. ADJOURNMENT – 6:30 p.m.

Submitted by: _____
Approval of Minutes